



Department of Medical Assistance Services  
600 East Broad Street, Suite 1300  
Richmond, Virginia 23219

<http://www.dmas.state.va.us>

# MEDICAID MEMO

**TO:** All Billing Providers Participating in the Virginia Medical Assistance Programs

**FROM:** Cynthia B. Jones, Director  
Department of Medical Assistance Services (DMAS)

**MEMO:** Special

**DATE:** 6/15/2015

**SUBJECT:** Implementation of Provider Paperless Communications — *Effective August 3, 2015*

The purpose of this memorandum is to inform you that the Department of Medical Assistance Services (DMAS) will implement a paperless communication process, beginning August 3, 2015, to provide enrolled billing providers paperless access to most all of DMAS provider communications, including Medicaid Memoranda, letters, and remittance advices.

This implementation will give all enrolled providers access to a secure inbox on the Virginia Medicaid Web Portal. A provider organization's secure inbox will contain DMAS provider communications containing protected health information (PHI). A notification email will be sent to the correspondence email address on file for all enrolled billing providers when there are communications containing PHI in their organization's secure inbox. The email will direct the provider to the Virginia Medicaid Web Portal to sign in before gaining access to their secure inbox. Providers currently receiving paper remittance advices (RA) will be notified via email to go to the provider organization's secure inbox to view the RA.

When DMAS transmits a notice or other item via electronic means to a provider's secure inbox in the Virginia Medicaid Web Portal, the date of delivery to the provider shall be the date of electronic transmittal to the secure inbox. For this reason, regardless of whether a notification email is received at the provider's correspondence email address on file with DMAS, all providers must check their provider organization's secure inbox on a daily basis. Compliance with DMAS requirements, including the timeframe to file appeals of adverse actions transmitted to the secure inbox will not be excused based on a provider's failure to check their secure inbox on a daily basis.

This implementation will give providers instant access to all Virginia Medical Assistance Program communications more efficiently and at reduced cost.

Electronic transmission will follow an established hierarchy for delivery to the provider's email address.

- For standard letters containing PHI, the notification will be sent to the provider's email addresses on file in the Medicaid Management Information System (MMIS) in this order: correspondence email address, pay to email address, then servicing email address. For example, if there is no correspondence email address on file, the notification will be sent to the provider's pay to email address, and so on. The letter notification email will only be sent to one email address.

- For remittance advices (RA), the notification email will be sent to the provider's email addresses on file in the MMIS in this order: remittance advice email address, pay to email address, correspondence email address, and then servicing email address. For example, if there is no remittance advice email address on file, the notification will be sent to the provider's pay to email address, and so on. The RA notification email will only be sent to one email address.

Letters that do not contain PHI, such as Medicaid Memoranda, will follow the same aforementioned hierarchy. In this case, however, the email will be sent directly to the regular email address and will not be sent to the provider's secure inbox.

All providers will need to update their correspondence email address by using the Virginia Medicaid Web Portal ([www.viriniamedicaid.dmas.virginia.gov](http://www.viriniamedicaid.dmas.virginia.gov)). Due to the time sensitive nature of some of the correspondence that will be sent electronically, updates must be made by the provider in the Virginia Medicaid Web Portal within five (5) business days of a change in the provider's correspondence email address. First time users should follow the instructions below to register on the portal. Once you are registered for access to the Virginia Medicaid Web Portal, please enter your correspondence email address in the Provider Profile Maintenance system (PPM). The data contained in PPM reflects what is currently captured in the MMIS. For more information on PPM visit our Web Portal Training Library at [www.viriniamedicaid.dmas.virginia.gov/wps/portal/ProviderTrainingLibrary](http://www.viriniamedicaid.dmas.virginia.gov/wps/portal/ProviderTrainingLibrary).

If there is no email address on file or if the email address is inactive after following the above hierarchy, subsequent communications to the provider will be mailed on paper according to the current process.

### **First Time Registrations to the Virginia Medicaid Web Portal**

In order to gain access to your provider organization's secure inbox, you must be registered in the Virginia Medicaid Web Portal. If you have not already registered for access to the Virginia Medicaid Web Portal, you may do so by visiting [www.viriniamedicaid.dmas.virginia.gov](http://www.viriniamedicaid.dmas.virginia.gov) and establishing a user ID and password. By registering, you are acknowledging that you are the staff member who will have administrative rights for your organization. If you have any questions regarding the registration process, please refer to the Web registration reference materials available on the Web Portal. If you need further assistance, please contact the Xerox Web Registration Support Call Center at 1-866-352-0496 (toll free), from 8:00 A.M. to 5:00 P.M. Monday through Friday, except holidays.

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### **"HELPLINE"**

The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:

1-804-786-6273 Richmond area and out-of-state long distance  
1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.